

# **2015 SPU Employee Survey Research Findings Summary**

**Presentation to the Customer Review Panel**

**October 12, 2016**



# 2015 Employee Survey: The Research

- Online employee survey (aided and unaided questions)
- 627 employee responses across all branches
- 42% participation
- Measures brand equity, workforce engagement, and work environment
- Measures understanding of the Promise, Strategic Business Plan and One Team

# Brand Equity Is Increasing

Aided Statements	2015 Average (1-7 scale) N=599	2013 Average (1-7 scale) N=753
Rate your overall opinion of SPU.	5.60	5.44
Rate your overall experience of SPU.	5.55	5.33
<b>I agree with SPU's business direction.</b>	<b>5.33</b>	<b>4.93</b>
SPU delivers what it promises.	5.12	5.02
SPU is a provider of high quality utility services.	5.81	5.65
SPU provides excellent customer service.	5.47	5.43
SPU is an organization to which I feel very loyal.	5.68	5.50
<b>Brand Equity Average</b>	<b>5.51</b>	<b>5.34</b>

# Workforce Engagement Is Also Increasing

Aided Statements	2015 Average (1-7 scale) N=606	2013 Average (1-7 scale) N=794
I feel proud to tell people I work at SPU.	<b>5.77</b>	<b>5.48</b>
I know what is expected of me at work.	5.78	5.63
I like my current job.	<b>5.81</b>	<b>5.61</b>
I have the skills I need to do my job effectively.	6.19	6.07
I have the tools I need to do my job effectively.	5.49	5.33
I believe SPU employees are committed to serving customers.	5.92	5.51
<b>OVERALL</b>	<b>5.83</b>	<b>5.57</b>

# Work Environment

## Some Areas Needing Focus

Aided Statements	2015 Average (1-7 scale) N=627
SPU treats employees equally and fairly.	4.61
SPU provides employees with a good culture in which to work.	4.95
<b>SPU provides employees with good, transparent communications.</b>	<b>4.37</b>
SPU clearly defines employee roles and responsibilities.	4.41
SPU invests in training, education and talent management.	4.64
SPU is committed to staff recognition programs.	4.85
<b>SPU holds employees accountable and measures performance.</b>	<b>3.88</b>
<b>SPU prioritizes work and ensures there is enough staff to get the work done.</b>	<b>3.67</b>
<b>OVERALL</b>	<b>4.42</b>

# List 5 Words About How You Feel Working at SPU: 2013



# List Five Words About How You Feel Working at SPU: 2015



# What About Your Job Are You Most Excited About?

Unaided Statements	2015 N=625	Percentages
The people I work with	99	15.8%
Left blank	55	8.8%
Variety of tasks	49	7.8%
I get to learn new things	39	6.2%
I enjoy what I do	38	6.1%
That I am contributing to making Seattle a good place to live	35	5.6%
Improving the way SPU does business	34	5.4%
Protecting/restoring the environment	30	4.8%
Helping customers	30	4.8%
The work is challenging	30	4.8%

# What Does One Team Mean To You?

Unaided Statements	2015 N=606	Percentages
Everyone working together for same goal	299	47.8%
I do not see that in practice/just a slogan/nothing	92	14.7%
Working collaboratively together across the board regardless of branches/teams	73	11.7%
Everyone helping each other/to get the job done	60	9.6%
Having multiple perspectives solving the problem	43	6.9%
Having the right people at the right time	34	5.4%
Working efficiently and effectively	29	4.6%
Everyone's accountable	27	4.3%
Making sure all voices are heard	29	4.7%
We're all in it together	30	4.8%
Everyone doing their part	25	4%

# Are you familiar with these components of the Promise? If so, which ones?

Unaided Statements	2015 N=606	Percentages
Yes. All of them.	285	45.5%
Left blank	125	20%
I'm familiar with the mission.	80	12.8%
Strategic role: Solving problems at the source	67	10.7%
No. Not familiar.	61	9.7%
Values: Customer focus, safety, innovation, inclusion, value for money	35	5.6%
I am familiar with the vision	33	5.3%
Customer focus	17	2.7%

# How Do You, As An SPU Employee, Help Keep Seattle an Amazing Place to Live?

Unaided Statements	2015 N=606	Percentages
I do my best/provide the best services possible	100	16%
Left blank	81	12.9%
Do my job/provide important services	79	12.6%
Protecting/restoring the environment/our waters	76	12.1%
Excellent customer service	68	10.9%
Best drinking water	57	9.1%
Completing a job quickly and efficiently.	56	8.9%
Saving money for taxpayers/value for money	52	8.3%
Provide public education and information	38	6.1%
Good stewards for rate payers	30	4.8%
Answer questions/point people in right direction	30	4.8%
Improve our drainage and wastewater services	28	4.5%

# Summary

- We've made good progress; there is still more work to do
- Work is under way to address several key areas:
  - Prioritizing our work
  - Resourcing our work
  - Measuring performance
  - Focusing more on communication